



# KNOW YOUR AGREEMENT

## Performance Objectives

### Westpac Group Enterprise Agreement 2016

*Note: These arrangements do not apply to you if you are employed by Asgard, BTFG, WFCL, WGIS or if you are a direct report of a General Manager or above.*

Source: Clause 34 Westpac Group Enterprise Agreement 2016.

## FACT SHEET

### How will performance objectives be set?

The Westpac Group Enterprise Agreement 2016 requires that the performance setting and assessment process will be fair and transparent, and will include performance objectives and behaviours. Westpac will let you know the performance objectives (including targets), and values based behavioural expectations at the beginning of the performance period.

Performance objectives and behavioural expectations will:

- reflect the Bank's objectives and values;
- be easy to understand;
- reflect the work being done during the relevant period;
- be fair and transparent; and
- apply for a defined period.

In setting performance objectives and behavioural expectations and determining whether they have been met, Westpac will take into account a number of factors. These include but are not limited to:

- market factors;
- your experience;
- staffing levels at your location;
- your anticipated absence from normal duties;
- provision of training required to perform your current role; and
- the needs of the business and Westpac Group customers.

### Providing feedback

It is important that you participate in the process. If you have any feedback about your performance objectives and behavioural expectations for a particular performance period, be sure to provide it to your manager for their consideration.

Any changes to performance objectives and behavioural expectations that have been set for a particular performance period will only be by agreement unless the changes need to be made because of legislative, compliance or regulatory requirements.

### What happens to my targets if I have been absent from work?

Approved absences from your normal duties need to be taken into account in assessing if they have materially impacted your performance rating.

### Unfair targets – what can you do?

If you have concerns about the performance objectives and behavioural expectations you are expected to achieve, or with the performance review you receive, you should raise these concerns with your manager as soon as possible. It is important to raise these concerns early and in writing. Don't agree to vague or unrealistic objectives.

Talk to your FSU Workplace Representative and colleagues about your concerns. It is often the case that they will have similar concerns. Be sure to:

- State the problems - discuss what you believe the problems are and why.

- Propose solutions - discuss what you believe is achievable and why.

### Putting your concerns in writing

Together with colleagues in your area who share your concerns, put all your concerns and suggested solutions in writing to your manager. Ask for a written response in what you consider to be a reasonable time frame (usually one or two weeks). The FSU office can provide you with examples and advice on how to write this letter.

If you are unsatisfied with your manager's response, you can still raise your concerns with their manager. See FSU fact sheet on Dealing with Disputes. We strongly recommend you contact the FSU for information, support and advice if you have concerns about your performance objectives and behavioural expectations.

### Need more information?

For more information on your rights under the new Westpac Group Enterprise Agreement 2016 contact your FSU Organiser or the FSU Member Rights Centre on 1300 366 378.

### Not already an FSU Member?

Join now to access fully qualified member-only assistance. You can join online today at [www.fsunion.org.au](http://www.fsunion.org.au) or call 1300 366 378.